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EXAMINER

WONG, HUEN

ART UNIT

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PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/767,852	Applicant(s) YOKOTA ET AL.	
	Examiner Huen Wong	Art Unit 2154	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 11 February 2011.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-4,6-9,11 and 13-15 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-4,6-9,11 and 13-15 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☒ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 12 August 2004 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. **Claims 1 and 13** are amended.
Claims 5, 10, 12, and 16-18 are canceled.
Claims 1-4, 6-9, 11, and 13-15 are presented for examination.
2. The claims and only the claims form the metes and bounds of the invention. "Office personnel are to give claims their broadest reasonable interpretation in light of the supporting disclosure. In re Morris, 127 F.3d 1048, 1054-55, 44 USPQ2d 1023, 1027-28 (Fed. Cir. 1997). Limitations appearing in the specification but not recited in the claim are not read into the claim. In re Prater, 415 F.2d 1393, 1404-05, 162 USPQ 541, 550-551 (CCPA 1969)" (MPEP p 2100-8, c 2, I 45-48; p 2100-9, c 1, I 1-4). The Examiner has full latitude to interpret each claim in the broadest reasonable sense. The Examiner will reference prior art using terminology familiar to one of ordinary skill in the art. Such an approach is broad in concept and can be either explicit or implicit in meaning.

Response to Arguments

3. Applicant's arguments have been considered, but they are moot in view of new ground(s) of rejection below.

Response to Amendments

4. Objection to **Claim 13** is respectfully withdrawn in view of Applicant's amendment.

Specification

Art Unit: 2154

5. The specification is objected to as failing to provide proper antecedent basis for the claimed subject matter. See 37 CFR 1.75(d)(1) and MPEP § 608.01(o). Correction of the following is required:

Amended Claim 1 recites “***the information offering apparatus comprising:*** question-and-answer items storage unit means for ..., request-receiving means for ..., information-obtaining means for ..., pick-up means for ..., transmission means for ..., ***the production management server*** sending ...”

Fig. 1 of Applicant's disclosure shows FAQ Server 36 (an information offering apparatus) and Production Management Server 34 as separate entities; Applicant's disclosure does not appear to support an information offering apparatus ***that comprises the production management server*** because the production management server does not appear to be ***a part of*** the information offering apparatus.

Claim Objections

6. **Amended claim 1** is objected to because of the following informalities:

Amended claim 1 recites “forming and transmitting an e-mail to ***the user having a link that is the same as the short-cut link on the desktop screen...***”

According to **paragraph 0053** of Applicant's disclosure discloses “***an e-mail including*** information for notifying the shipment and ***a link which is the same as the short-cut link set on the desktop screen*** of the computer”.

Art Unit: 2154

As such, the Examiner respectfully suggests inserting **wherein the email has**
OR **wherein the email includes** between ***user*** and ***a link***.

Claims 4, 6-9, and 11 depend on amended claim1 and are objected for the same reason.

Appropriate corrections are required.

Claim Rejections - 35 USC § 103

7. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

8. **Claims 1-4, 7-9, and 13-15 rejected under 35 U.S.C. 103(a) as being unpatentable over US PG PUB 2002/0099464 by O'Connor et al. ("O'Connor"), in view of US Patent 6,038,597 by Van Wyngarden, in further view of US PG PUB 2003/0163380 by Vaccarelli et al. ("Vaccarelli"), in further view of US Patent 6,240,420 by Lee, and in further view of US Patent 6,321,262 by Springer.**

9. As to **amended claim 1**, *O'Connor* teaches a production management system including a production management server and an information offering apparatus for offering, via a communication network, information to a user of a product comprising a

Art Unit: 2154

computer produced by combining parts selected from a plurality of parts, the information offering apparatus comprising:

the production management server sending an assembling instruction to a client computer in an assembly plan to assemble the computer (*O'Connor*: ¶ 0020-0021, 0033; “once the CP proves to meet the product quality standard of the factory ...”; also, “configuration data is downloaded to the CP ... so that the CP can be customized as it is expected”; traveler is “generated by the manufacturing control server and sent to the assembly area or the area where the kitting racks are. Operators in that area would collect the desired chassis as well as all the components necessary for assembly”), the assembly instruction indicating parts selected from the plurality of parts by the user (*O'Connor*: ¶ 0020-0021, 0033; “configuration data is downloaded to the CP ... so that the CP can be customized as it is expected”; also, traveler is “generated by the manufacturing control server and sent to the assembly area or the area where the kitting racks are. Operators in that area would collect the desired chassis as well as all the components necessary for assembly”; also, “the installed hardware matches the configuration defined by the traveler”), the client computer having an inspection program for inspecting whether the computer is assembled in accordance with the assembling instruction (*O'Connor*: Abstract; ¶ 0020-0021, 0033; “configuration data is downloaded to the CP ... so that the CP can be customized as it is expected”; also, traveler is “generated by the manufacturing control server and sent to the assembly area or the area where the kitting racks are. Operators in that area would collect the desired chassis as well as all the components necessary for assembly”; also, “the installed

Art Unit: 2154

hardware matches the configuration defined by the traveler”; also, “in every single process step, the computer can communicate with the wireless information network to provide information to track, monitor, or confirm the work in progress until the shipping truck leaves the factory”; further, “product characteristic information ... or some initial diagnostic tests can be obtained immediately”) and the client computer sending information indicating a completion of inspection to the production management server (*O’Connor*: Abstract; ¶ 0020-0021, 0033; “goes through various testing processes while being tracked and monitored by a manufacturing control server”; “once the CP proves to meet the product quality standard of the factory ...”, also, “configuration data is downloaded to the CP ... so that the CP can be customized as it is expected”; also, “a message can be sent to the operator through his assembly computer station to inform him that the installed hardware matches the configuration defined by the traveler”; also, “in every single process step, the computer can communicate with the wireless information network to provide information to track, monitor, or confirm the work in progress until the shipping truck leaves the factory”).

O’Connor discloses the product being assembled according to customer customization (*O’Connor*: ¶ 0020-0021; known as build to order) and the production management server, receiving the information indicating the completion of the inspection of the computer (*O’Connor*: at least Abstract; ¶ 0020-0021, 0033; tracking, monitoring, confirming the entire product assembly process within a factory).

Although it is extremely well-known for an online merchant to send its customers notifications and additional information when merchandise is ready (*O’Connor* discloses

Art Unit: 2154

capability of monitoring a merchandise's readiness; see at least Abstract; ¶ 0020-0021, 0033), O'Connor does not explicitly disclose forming and transmitting an e-mail to the user upon learning that a computer (merchandise) is ready.

However, *Van Wyngarden* discloses forming and transmitting an e-mail to the user when merchandise is ready (*Van Wyngarden*: Fig. 2; Col. 3 Lines 45-65, Col. 5 Lines 60-67; "shipment e-mail notification automatically ... when an order is shipped") in order to better serve customers.

Both *O'Connor* and *Van Wyngarden* are related to selling merchandise to customers.

It would have been obvious to one having ordinary skill in the art and the teachings of *O'Connor* and *Van Wyngarden* before them at the time the present invention was made to incorporate *Van Wyngarden's* feature of sending "shipment e-mail notification automatically ... when an order is shipped" (*Van Wyngarden*: Fig. 2; Col. 3 Lines 45-65, Col. 5 Lines 60-67) with *O'Connor's* system. The suggestions/motivations for doing so would have been to better serve customers.

O'Connor and *Van Wyngarden* do not explicitly disclose, but *Vaccarelli* discloses forming and transmitting an e-mail to the user (*customer*) having a link that is the same as short-cut link on the desktop screen of a computer, execution by the user of the link in the in the e-mail generating a request for offering information of the product (the computer) from the user that is received by a request-receiving means of the information offering apparatus via the communication network (*Vaccarelli*: ¶ 0002, 0024;

Art Unit: 2154

email includes link to online help; once the email is displayed, the link is on the desktop) in order to provide post-sale customer support (*Vaccarelli*: ¶0002, 0024).

O'Connor, *Van Wyngarden*, and *Vaccarelli* are related to selling merchandise to customers. *Van Wyngarden* and *Vaccarelli* are related to serving customers after a sale is made.

It would have been obvious to one having ordinary skill in the art and the teachings of *O'Connor*, *Van Wyngarden*, and *Vaccarelli* before them at the time the present invention was made to incorporate *Vaccarelli*'s feature of forming and transmitting an e-mail to the user (*customer*) having a that is the same as short-cut link on the desktop screen of a computer, execution by the user of the link in the in the e-mail generating a request for offering information of the product (the computer) from the user that is received by a request-receiving means of the information offering apparatus via the communication network (*Vaccarelli*: ¶0002, 0024; email includes link to online help; once the email is displayed, the link is on the desktop) with the system taught by *O'Connor* and *Van Wyngarden*. The suggestions/motivations for doing so would have been to provide post-sale customer support (*Vaccarelli*: ¶0002, 0024).

O'Connor, *Van Wyngarden*, and *Vaccarelli* do not, but *Lee* discloses information offering apparatus comprising:

question-and-answer items storage unit means for storing question-and-answer items including questions for each of the plurality of parts and answers for the questions (*Lee*: Figs. 1-7, Col. 3 Lines 3-22, Col. 4 Lines 8-67; storage of plurality of FAQs;

Art Unit: 2154

Abstract), **for storing a serial number of the product comprising the computer produced by combining the parts selected from the plurality of parts, and for storing a plurality of part codes associated with the serial number and corresponding to the parts selected from the plurality of parts combined to produced the computer** (*Lee: at least* Figs. 1-7 shows Product Models of M560, M555D, M520D, etc.; Abstract states “product models of a computer of a customers”;

Col. 4 Lines 45-67 states “devices constituting each of the product models”);

request-receiving means for receiving a request for offering information of the product from the user via the communication network (*Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62; user using support system to search for desired/wanted item as indicated in Fig. 7; **Note:** request being generated by execution by user of a short-cut link on a desktop screen of said computer is taught by *Vaccarelli* above – once the email is displayed, the link is on the desktop*);

information-obtaining means for obtaining part-related information related to a part constituting the product **based on the serial number** in response to receiving the request (*Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62; user interacting with support system by selecting from menu windows*);

pick-up means for picking up, from the question-and-answer items storage means, at least one question-and-answer item related to the part constituting the product **corresponding to the serial number** based on the part-related information that is obtained **based on the serial number** (*Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to*

Art Unit: 2154

search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; further, search based on devices constituting product); and

transmission means for transmitting the question-and-answer item that is picked up to the user who has issued the request (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; further, storage of plurality of FAQs) in order to provide customer support (*Lee*: Abstract; Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6).

O'Connor, *Van Wyngarden*, *Vaccarelli*, and *Lee* are related to selling merchandise to customers. *Van Wyngarden*, *Vaccarelli*, and *Lee* are related to serving customers after a sale is made. *Vaccarelli* and *Lee* are related to information offering apparatus used to resolving problems. It would have been obvious to one having ordinary skill in the art and the teachings of *O'Connor*, *Van Wyngarden*, *Vaccarelli*, and *Lee* before them at the time the present invention was made to incorporate *Lee*'s features customer support features (see above) with the system taught by *O'Connor*, *Van Wyngarden*, and *Vaccarelli*. The suggestions/motivations for doing so would have been to provide customer support (*Lee*: Abstract; Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6).

O'Connor, Van Wyngarden, Vaccarelli, and Lee also disclose request for offering information that involves searching databases, in Internet environment, for information related to products based on parameters selected from list GUI controls (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6); and customer service system (*Lee*: Col. 1 Lines 35-65; Col. 2 Lines 40-50; customer service used when defects occur in a purchased product; also, purchased computer); and plurality of part codes corresponding to the parts selected from the plurality of parts (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6).

O'Connor, Van Wyngarden, Vaccarelli, and Lee do not explicitly disclose, but *Springer* discloses a request for offering information of a product **including the serial number and** being generated by execution by the user of a short-cut link on a desktop screen, the short-cut link incorporating **the serial number** as **a parameter** of a URL (*Springer*: Col. 3 Lines 49-67, Col. 4 Lines 1-11; “get the specific URL, while providing the system ID as a parameter”; also, “mydell.us.dell.com/channel/start.asp?svctag=BGP1X”); and obtaining part-related information related to a part constituting the product based on the serial number in response to receiving the request **including the serial number** (*Springer*: Col. 3 Lines 49-67, Col. 4 Lines 12-30, Col. 5 Lines 26-35, Fig. 5; “match the system ID to the customer record and display customer and/or computer specific information”; also, “display on a web page information ... a list of hardware and software components available for repairing or upgrading the computer system and troubleshooting instructions ...”) in order to determine, and potentially fix, a

Art Unit: 2154

problem with the computer system (*Springer*: Col. 3 Lines 49-67, Col. 4 Lines 12-30, Col. 5 Lines 26-36, Fig. 5).

It would have been obvious to one having ordinary skill in the art and the teachings of *O'Connor*, *Van Wyngarden*, *Vaccarelli*, *Lee*, and *Springer* before them at the time the present invention was made to incorporate *Springer's* features of a request for offering information of a product **including the serial number and** being generated by execution by the user of a short-cut link on a desktop screen, the short-cut link incorporating **the serial number** as **a parameter** of a URL (*Springer*: Col. 3 Lines 49-67, Col. 4 Lines 1-11); and obtaining part-related information related to a part constituting the product based on the serial number in response to receiving the request **including the serial number** (*Springer*: Col. 3 Lines 49-67, Col. 4 Lines 12-30, Col. 5 Lines 26-35, Fig. 5) with the system taught by *O'Connor*, *Van Wyngarden*, *Vaccarelli*, and *Lee*.

The suggestion/motivation for doing so would have been to determine, and potentially fix, a problem with the computer system (*Springer*: Col. 3 Lines 49-67, Col. 4 Lines 12-30, Col. 5 Lines 26-36, Fig. 5).

Note: *Vaccarelli's* html link in email that links to online help is similar to the short-cut link incorporating serial number as a parameter of a URL that is disclosed by *Springer*. *Springer's* short-cut link with parameter can be easily embedded in an email if it is pasted or typed into an email.

Amended **claim 13**, a method claim, includes similar subject matter and is rejected for the same reason.

10. As to **claim 2**, the combination of *O'Connor, Van Wyngarden, Vaccarelli, Lee*, and *Springer* teaches the production management system according to claim 1. *Lee* further discloses wherein said information-obtaining means comprises one for obtaining the part-related information from information received upon receipt of the request for offering information of the product from said request-receiving means (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; further, devices constituting product).

Claim 14, a method claim, includes similar subject matter and is rejected for the same reason.

11. As to **claim 3**, the combination of *O'Connor, Van Wyngarden, Vaccarelli, Lee*, and *Springer* teaches the production management system according to claim 2. *Lee* further discloses wherein said product comprises one that is so constituted as to request the offer for information of the product for the information offering apparatus via the communication network, and transmits the part-related information in response to the **request** at the time of request (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for

Art Unit: 2154

desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN, modem; also, storage of plurality of FAQs; further, search based on devices constituting product).

12. As to **claim 4**, the combination of *O'Connor, Van Wyngarden, Vaccarelli, Lee*, and *Springer* teaches the production management system according to claim 2. *Lee* further discloses wherein the **request includes** request information for offering information from said information offering apparatus via the communication network and the part-related information (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; further, search based on devices constituting product).

13. As to **claim 7**, the combination of *O'Connor, Van Wyngarden, Vaccarelli, Lee*, and *Springer* teaches the production management system according to claim 1. *Lee* further discloses: related information storage means for storing product identification information relating to part-related information of the product (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; further, search based on devices constituting product and model);

wherein said request-receiving means comprises one for receiving product

Art Unit: 2154

identification information in response to the receipt of the **request** (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; further, search based on devices constituting product and model); and said information-obtaining means comprises one for obtaining corresponding part-related information from said related information storage means based on identification information that is received (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; also, search based on devices constituting product and model; further, corresponding devices).

Claim 15, a method claim, includes similar subject matter and is rejected for the same reason.

14. As to **claim 8**, the combination of *O'Connor*, *Van Wyngarden*, *Vaccarelli*, *Lee*, and *Springer* teaches the production management system according to claim 7. *Lee* further discloses wherein said product comprises one that is so constituted as to request the offer for information of the product for the information offering apparatus via the communication network (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing

Art Unit: 2154

wanted information via LAN, PSTN, modem; also, storage of plurality of FAQs; further, search based on devices constituting product), and transmits product identification information in response to the request at the time of request (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; also, search based on devices constituting product and model; further, corresponding devices).

15. As to **claim 9**, the combination of *O'Connor*, *Van Wyngarden*, *Vaccarelli*, *Lee*, and *Springer* teaches the production management system according to claim 7. *Lee* further discloses wherein the request includes request information for offering information from said information offering apparatus via the communication network and product identification information (*Lee*: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; also, search based on devices constituting product and model; further, corresponding devices).

16. **Claims 6 is rejected under 35 U.S.C. 103(a) as being unpatentable over US PG PUB 2002/0099464 by O'Connor et al. ("O'Connor"), in view of US Patent 6,038,597 by Van Wyngarden, in further view of US PG PUB 2003/0163380 by Vaccarelli et al. ("Vaccarelli"), in further view of US Patent 6,240,420 by Lee, and**

in further view of US Patent 6,321,262 by Springer, and in further view of US Patent 6,826,715 by Meyer et al. (hereinafter “Meyer”).

As to **claim 6**, the combination of *O'Connor, Van Wyngarden, Vaccarelli, Lee*, and *Springer* teaches the production management system according to claim 3.

O'Connor, Van Wyngarden, Vaccarelli, Lee, and *Springer* do not explicitly disclose, but *Meyer* discloses automatic capturing hardware, OS information and transmitting it for automatic diagnostic/support purposes (*Meyer*: Col. 1 Lines 40-67, Col. 2 Lines 1-18, Col. 4 Lines 40-45, Sample Logs from Col. 3 – Col. 24).

It would have been obvious to one having ordinary skill in the art and the teachings of *O'Connor, Van Wyngarden, Vaccarelli, Lee, Springer*, and *Meyer* before them at the time the present invention was made to incorporate *Meyer's* features of automatic capturing hardware, OS information and transmitting it (*Meyer*: Col. 1 Lines 40-67, Col. 2 Lines 1-18, Col. 4 Lines 40-45, Sample Logs from Col. 3 – Col. 24) with the system taught by *O'Connor, Van Wyngarden, Vaccarelli, Lee*, and *Springer* (*Meyer*: Col. 1 Lines 40-67, Col. 2 Lines 1-18, Col. 4 Lines 40-45, Sample Logs from Col. 3 – Col. 24). The suggestion/motivation for doing so would have been to provide automatic diagnostic/support (*Meyer*: Col. 1 Lines 40-67, Col. 2 Lines 1-18, Col. 4 Lines 40-45, Sample Logs from Col. 3 – Col. 24).

17. Claims 11 is rejected under 35 U.S.C. 103(a) as being unpatentable over PGPUB 2002/0099464 by O'Connor et al. (“O'Connor”), in view of US Patent

Art Unit: 2154

6,038,597 by Van Wyngarden, in further view of US PGPUB 2003/0163380 by Vaccarelli et al. (“Vaccarelli”), in further view of US Patent 6,240,420 by Lee, and in further view of US Patent 6,321,262 by Springer, and in further view of US Patent 6,170,056 by Sidie.

18. As to **claim 11**, the combination of *O'Connor*, *Van Wyngarden*, *Vaccarelli*, *Lee*, and *Springer* teaches the production management system according to claim 8.

Though it is well known that BIOS stores computer identification information, *Lee* and *Springer* do not explicitly disclose wherein the identification information is stored in the product at a time of producing said product.

However, *Sidie* discloses scanning of BIOS to retrieve model information of computer in order to perform inventorying of computers in a fast, non-intrusive manner without physical manipulation of computer and also to prepare for software upgrades and impending Y2K issues (*Sidie*: Col. 1 Lines 53-66, Col. 2 Lines 17-67, Col. 3 Lines 1-28).

It would have been obvious to one having ordinary skill in the art and the teachings of *O'Connor*, *Van Wyngarden*, *Vaccarelli*, *Lee*, and *Springer* before them at the time the present invention was made to incorporate *Sidie*'s feature of scanning of BIOS to retrieve model information of computer with the system taught by *O'Connor*, *Van Wyngarden*, *Vaccarelli*, *Lee*, and *Springer* (*Sidie*: Col. 1 Lines 53-66, Col. 2 Lines 17-67, Col. 3 Lines 1-28). The suggestion/motivation for doing so would have been to perform inventorying of computers in a fast, non-intrusive manner without physical

Art Unit: 2154

manipulation of computer and also to prepare for software upgrades and impending Y2K issues (*Sidie*: Col. 1 Lines 53-66, Col. 2 Lines 17-67, Col. 3 Lines 1-28).

Conclusion

19. Any inquiry concerning this communication or earlier communications from the Examiner should be directed to Huen Wong whose telephone number is (571) 270-3426. The examiner can normally be reached on Monday - Friday (10:00 EST - 6:30 EST).

If attempts to reach the examiner by telephone are unsuccessful, the Examiner's supervisor, John Breene can be reached on (571) 272-4107. The fax phone number for the organization where this application or proceeding is assigned is (571) 273-8300 for regular communications and after final communications. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/H. W./

/Vincent Boccio/

Application/Control Number: 10/767,852

Page 20

Art Unit: 2154

Examiner, Art Unit 2154

Primary Examiner, Art Unit 2158

15 April 2011